**SHAHID**

**Email:** shahid-389892@2freemail.com

**Professional Summary**

 Use PC servicing as entry level to enhance career towards network administration.

• Results-oriented Support Engineer with superior problem solving and critical thinking skills, as well as a meticulous attention to detail and methodical nature. Skilled in tackling problems in unique ways to develop innovative solutions.

• Skilled Support Engineer successful at using personal judgment and advanced technical acumen to make a positive impact. Forward-thinking and resourceful professional with a diligent mindset and disciplined approach. Ready to bring 18 years of experience in to a challenging new role with the company.

**Skills**

* Windows Installation and troubleshooting • Cashier
* Electronics Audio and Video Servicing • Store Admin
* Computer hardware Installation and troubleshooting • MS-Office
* CCTV System installation and repairs • Photoshop
* Electrical Hardware fitting and repairs • Handheld Electronics repairs
* E-commerce management • Customer service
* Computing system upgrades • Data backup and retrieval

**Work History**

**System Administrator** – 12/2013 to + **Current part time**
**S.S. Enterprises** – Mumbai

* Planned and implemented upgrades to system hardware and software.
* Standardized job tasks and trained junior team members on best practices and standards.
* Worked with users to determine areas in need of improvement.
* Resolved issues and escalated problems with knowledgeable support and quality service.
* Configured, tested and maintained network equipment.
* Maintaining complete hardware requirements.
* Handling client’s hardware support.

**System Administrator** – 02/2008 to 11/2013
**S. A. Electronics** – Mumbai

* Resolved issues and escalated problems with knowledgeable support and quality service.
* Worked with users to determine areas in need of improvement.
* Optimized system security and performance with proactive changes.
* Configured, tested and maintained network equipment.
* Planned and implemented upgrades to system hardware and software.
* Aligned office departments and increased inter-department communication and data sharing.
* Provided documentation on start-up, shut down and first level troubleshooting of processes to help desk staff.
* Provided continued maintenance and development of bug fixes and patch sets for existing web applications.
* Ensured network, system and data availability and integrity through preventative maintenance and upgrades.

**Junior Computer Technician** – 05/2001 to 01/2008
**Netizen Computer Institute** – Mumbai

* Supported Chief Operating Officer with daily operational functions.
* Copied, logged and scanned supporting documentation.
* Weekly all system maintaining.
* Internet and file server smooth operations.
* Classes database and application maintaining.

**Education**

* 2001 S.S.C. - Air India Modern High School - Mumbai
* 2003 H.S.C - Akbar Peerbhoy College of Commerce and Economics (Discontinued) - Mumbai
* 2001 Office Automation and Graphics - Keerti Computer Institute - Mumbai
* 2001 Networking and Hardware - Keerti Computer Institute - Mumbai

**Languages**

**Language Read Write Speak**

English Yes Yes Yes

Hindi Yes No Yes